

Serial No. 09/676,584

Filing Date: September 29, 2000

REMARKS

Claims 1-28 remain pending in the present application. Reconsideration of the pending claims and allowance is respectfully requested in view of the following comments.

I. Rejections under 35 U.S.C. § 102(e)

The Office Action rejected claims 1-28 under 35 U.S.C. § 102(e) as anticipated by Guheen *et al.* (U.S. Patent Publication No. 2004/0107125). These rejections are respectfully traversed.

Claims 1-18

Guheen *et al.* does not disclose a security tool that provides "role based access control," as recited in independent claim 1. There are advantages to "role based" access, as described in the present application at page 20, line 30 to page 21, line 4:

Role based access control associates a job function/role to a set of resources on the netcentric computing system 12, and then assigns the user to a particular role. So, for example, the role of junior bookkeeper may have read and write access to the petty case account, but read-only access to the general ledger. The advantage of role based access control is that it facilitates the management of access control and prevents users from retaining access to data that is no longer needed as they move from role to role.

While Guheen *et al.* describe that "[t]he security component of the present invention may also restrict access to web content and data based upon user privileges, which may be earned or purchased, or which may be granted because of administrative or other duties," this does not describe "role based" access.

Moreover, Guheen *et al.* does not disclose "a help desk tool adapted to measure the performance of support personnel supporting said server," as recited in claim 1. Applicants acknowledge that Guheen *et al.* disclose a help desk that serves as a "single point of contact for all end users." See Guheen *et al.* at paragraph 2303. Applicants also acknowledge that Guheen

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et al. describe that "[m]anagement applications tools include capacity planning tools, performance management tools, license management tools, remote management tools, systems monitoring tools, scheduling tools, help desk tools, etc." See Guheen *et al.* at paragraph 2324. Even though Guheen *et al.* describe "help desk tools," there is no disclosure that these tools are "adapted to measure the performance of support personnel." Moreover, there is no disclosure in Guheen *et al.* that the "performance management tools" are adapted to measure the performance of support personnel.

For the reasons stated above, independent claim 1, and the claims dependent therefrom, are patentable over the prior art. Applicants respectfully urge that an indication of allowability for claims 1-18 be provided.

Claims 19-23

Independent claim 19 recites "said security tool configured to limit access of said client to said server based on role based access control," which is a feature that is not disclosed in Guheen *et al.* As discussed above, Applicants acknowledge that Guheen *et al.* disclose a security component. However, the security component in Guheen *et al.* does not limit access "based on role based access control."

Guheen *et al.* also does not disclose "said help desk tool adapted to measure the performance of support personnel," as recited in claim 19. As discussed above, the general statements in Guheen *et al.* about "help desk tools" and "performance management tools" do not disclose a tool "adapted to measure the performance of support personnel."

For the reasons stated above, independent claim 19, and the claims dependent therefrom, are patentable over the prior art. Applicants respectfully urge that an indication of allowability for claims 19-23 be provided.

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Claims 24-28

Independent claim 24 recites "a security tool configured to limit access to said netcentric computing system based on role based access control." As discussed above, Guheen *et al.* do not disclose "role based" access control.

Claim 24 also recites the step of "monitoring performance of support personnel helping users encountering problems, said performance being measured by the number of users helped per a time period." As discussed above, Guheen *et al.* does not disclose monitoring the performance of support personnel. Moreover, there is no disclosure in Guheen *et al.* that the performance of support personnel is "measured by the number of users helped per a time period."

For the reasons stated above, independent claim 24, and the claims dependent therefrom, are patentable over the prior art. Applicants respectfully urge that an indication of allowability for claims 24-28 be provided.

II. Conclusion

A rejection of the claims as obviousness of Guheen *et al.* would be improper. Both the present application and U.S. Patent Application Publication No. US 2004/010 (Guheen *et al.*) have been assigned to Accenture, LLP. At the time the invention disclosed in U.S. Patent Application Publication No. US 2004/0107125 (Guheen *et al.*) was made, the inventors were subject to an obligation to assign the invention to Accenture, LLP. Accordingly, an obviousness rejection based upon Guheen *et al.* would be improper pursuant to 35 U.S.C. § 103(c).

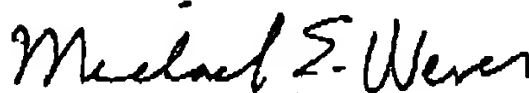
With this response, Applicant believes that the present pending claims of this application are allowable and respectfully requests the Examiner to issue a Notice of Allowance for this application. Should the Examiner deem a telephone conference to be beneficial in expediting

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allowance/examination of this application, the Examiner is invited to call the undersigned attorney at the telephone number listed below.

Respectfully submitted,



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